

-South Cambridgeshire District Council Equality Impact Assessment (EqIA)

Introduction – Please read

The Public Sector Equality Duty, introduced under the Equality Act 2010, requires all public bodies, including local authorities, to have due regard to the need to:

- Eliminate unlawful discrimination, harassment, and victimisation
- Advance equality of opportunity between those who share a protected characteristic and those who do not
- Foster good relations between those who share a relevant protected characteristic and those who do not

Equality Impact Assessments (EqIAs) allow the Council to:

- Show that we are meeting this legal duty by demonstrating due regard for the provisions of the Public Sector Equality Duty
- Identify possible negative impacts on individuals and groups with protected characteristics, plan mitigating action and seek to maximise opportunities to advance equality within our activities.

EqIAs provide a methodical approach to the assessment of impacts across the [nine protected characteristics](#) and should be completed during the development and review of all Council policies, strategies, procedures, projects or functions. Where there is any doubt, the completion of an EqIA is always recommended.

Throughout the course of this form, please hover over the [] symbol for guidance in relation to specific questions. When the form is completed, please send an electronic copy to equality.schemes@scambs.gov.uk. If you require any additional support completing the form, please email the above address.

Equality Impact Assessment Complete Form

Section 1: Identifying Details

- 1.1** Officer completing EqIA:
Sean Missin
- 1.2** Team and Service:
Finance
- 1.3** Title of proposal:
Telephony Replacement
- 1.4** EqIA completion date:
24/05/2021
- 1.5** Proposal implementation date:
01/06/2021
- 1.6** Who will be responsible for implementing this proposal:
Representatives from the policy, performance and transformation team and supporting officers from across the Council.

Section 2: Proposal to be Assessed

- 2.1** Type of proposal:
Service
If other, please specify
N/A
- 2.2** Is the proposal:
New

2.3 State the date of any previous equality impact assessment completed in relation to this proposal (if applicable):

N/A

2.4 What are the headline aims of the proposal and the objectives that will help to accomplish these aims? (Approximately 250 words)

This is to undertake the purchase and implementation of a replacement Language Translation Software including associated services.

2.6 Which groups or individuals will the proposal affect:

Service Users

Councillors

External Stakeholders

Other

Employees

If other, please specify [Click or tap here to enter text](#).

2.7 How will these groups or individuals be affected? (you will be asked to provide more detail on the specific impacts on different protected characteristic groups later on in the form) (approximately 250 words)

Service users who telephone or visit our Council will be impacted by this service and Council staff will be able to use the contractors software to allow digital delivery of these services. Document translation services may affect external customers who correspond in other languages.

2.8 How many people will this proposal affect? (Approximately)

Residents who contact the council residents and need translation services, volumes can be derived from the previous services used since Oct 2018.

There were 46 transactions (likely to be 46 different customers).

2.9 If any part of the proposal is being undertaken by external partners, please specify how the Council will ensure that they will meet equality standards? (Approximately 250 words)

Contractors shall comply with their contractual obligations under ESPO Framework Contract.

Section 3: Evidence and Data

- 3.1** Describe any research (this could include consultation) and analysis you have undertaken to understand how [protected characteristic groups](#) are likely to be affected? Please list any key sources that you used to obtain this Information. 

(Approximately 250 words)

Existing measures identified during the 2012 Allocations Policy review are already in place to support applicants with protected characteristics. For example, processes are in place to identify and support people who may not have access to IT or lack the ability to place their own bids for properties. For those where English isn't their first or main language, translation and support is available on request. There is no plan to change any of the existing support measures identified during the [2012 Allocations Policy Review EqIA](#) to support applicants with protected characteristics. In terms of new impacts and mitigating measures, the 2020 policy review proposes very few amendments and therefore the impact is not considered to be high. National legislation dictates much of the direction of the Allocations Policy including which groups of people should be given 'reasonable preference' for accommodation. During the re-drafting stage, Legal advice was sought from Bevan Brittain LLP to ensure the updated policy was legally compliant and was not unintentionally discriminatory. The legal advice was obtained in October 2020 and, based on this feedback, some small tweaks to wording were introduced to ensure the council did not inadvertently fetter its discretion (for example by allowing the minimum weekly employment criteria to be waived for people with disabilities). In addition, guidance was provided as to how the policy should frame its approach to dealing with allocations for people with housing related debt. These recommendations were also incorporated and included in the policy draft available as part of the public consultation. The public consultation ran for 8 weeks from 23rd October 2020 to 18th December 2020. No major issues, changes or areas for concern were

highlighted as a result of the consultation process although some further small wording tweaks have been made to the final draft as a result. Overall there were high levels of agreement for the proposed changes to the policy.

- 3.2** Describe any research (this could include consultation) and analysis you have undertaken to understand any effects on any other groups of people not mentioned in the nine [protected characteristic groups](#) (for example people who live in rural areas, who live in areas of high growth, or from low income backgrounds). 

(Approximately 250 words)

All of the above groups are currently being facilitated in the Councils existing strategies, policies and plans. The position will not change and they will not be subjected to more difficulties.

- 3.3** If you have not undertaken any consultation, please detail why not, or when consultation is planned to take place. 

(Approximately 250 words)

The technology and facilities will not be reduced or the existing services will not be restricted.

Section 4: Impact of proposal on those with protected characteristics

4.1 [Age:](#)

- 4.1.1** Has your research identified that the proposal will have an impact on this protected characteristic?

no

**If you have selected no – please move forward to question 4.2 Disability
If you have selected yes – please continue below (4.1.2)**

- 4.1.2** Describe the impacts of the proposal on this protected characteristic group identified through your research, including

- whether each impact is positive, neutral or negative
- whether it is a high, medium or low impact. 
- approximately 250 words per impact

Neutral, low impact.

4.1.3 Please complete the table below to detail actions that need to take place to minimise the negative and maximise the positive impacts raised in the previous question:

Action	Responsible Officer	Timescale for completion	How will the actions be monitored?
Click or tap here to enter text.			

4.2 Disability:

4.2.1 Has your research identified that the proposal will have an impact on this protected characteristic?

yes

If you have selected no – please move forward to question 4.3 Gender Reassignment

If you have selected yes – please continue below (4.2.2)

4.2.2 Describe the impacts of the proposal on this protected characteristic group identified through your research, including

- whether each impact is positive, neutral or negative
- whether it is a high, medium or low impact. 
- approximately 250 words per impact

neutral, a telephone service may have a negative impact on the hearing impaired. medium, impact. However alternatives such as digital delivery exists.

4.2.3 Please complete the table below to detail actions that need to take place to minimise the negative and maximise the positive impacts raised in the previous question:

Action	Responsible Officer	Timescale for completion	How will the actions be monitored?
Digital alternatives to the services accessed via the telephone, face to face and interpretation services. Web Chat will be an option.	Jeff Membery – Transformation of services, Sonia Constant – IEG project – Forms. Kevin Ledger – Translation services. Rachael Fox-Jackson – Face to Face/Web Chat	Electronic forms for many services in place. Translation services contract in place. Web Chat can be facilitated as required.	Forms responses and contract monitoring and management. Face to face services is available.

4.3 Gender Reassignment:

4.3.1 Has your research identified that the proposal will have an impact on this protected characteristic?

No

If you have selected no – please move forward to question 4.4 Marriage and Civil Partnership

If you have selected yes – please continue below (4.3.2)

4.3.2 Describe the impacts of the proposal on this protected characteristic group identified through your research, including

- whether each impact is positive, neutral or negative
- whether it is a high, medium or low impact. 
- approximately 250 words per impact

[Click or tap here to enter text.](#)

4.3.3 Please complete the table below to detail actions that need to take place to minimise the negative and maximise the positive impacts raised in the previous question:

Action	Responsible Officer	Timescale for completion	How will the actions be monitored?
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

4.4 [Marriage and Civil Partnership:](#)

4.4.1 Has your research identified that the proposal will have an impact on this protected characteristic?

No

If you have selected no – please move forward to question 4.5

Pregnancy and Maternity

If you have selected yes – please continue below (4.4.2)

4.4.2 Describe the impacts of the proposal on this protected characteristic group identified through your research, including

- whether each impact is positive, neutral or negative
- whether it is a high, medium or low impact. 
- approximately 250 words per impact

[Click or tap here to enter text.](#)

4.4.3 Please complete the table below to detail actions that need to take place to minimise the negative and maximise the positive impacts raised in the previous question:

Action	Responsible Officer	Timescale for completion	How will the actions be monitored?
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

4.5 [Pregnancy and Maternity:](#)

4.5.1 Has your research identified that the proposal will have an impact on this protected characteristic?

No

If you have selected no – please move forward to question 4.6 Race

If you have selected yes – please continue below (4.5.2)

4.5.2 Describe the impacts of the proposal on this protected characteristic group identified through your research, including

- whether each impact is positive, neutral or negative
- whether it is a high, medium or low impact. 
- approximately 250 words per impact

[Click or tap here to enter text.](#)

4.5.3 Please complete the table below to detail actions that need to take place to minimise the negative and maximise the positive impacts raised in the previous question:

Action	Responsible Officer	Timescale for completion	How will the actions be monitored?
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

4.6 [Race:](#)

4.6.1 Has your research identified that the proposal will have an impact on this protected characteristic?

yes

If you have selected no – please move forward to question 4.7 Religion or Belief

If you have selected yes – please continue below (4.6.2)

4.6.2 Describe the impacts of the proposal on this protected characteristic group identified through your research, including

- whether each impact is positive, neutral or negative
- whether it is a high, medium or low impact. 
- approximately 250 words per impact

Different ethnicities are now able to interact with council services. Positive impact. Supports object 1 and 3 of the Equality Scheme

Where possible translation and interpretation services are promoted both internally and externally

4.6.3 Please complete the table below to detail actions that need to take place to minimise the negative and maximise the positive impacts raised in the previous question:

Action	Responsible Officer	Timescale for completion	How will the actions be monitored?
Consistently review access and usage of translation service to ensure it is being used effectively	Kevin Ledger	Ongoing	Click or tap here to enter text.

4.7 [Religion or Belief:](#)

4.7.1 Has your research identified that the proposal will have an impact on this protected characteristic?

no

If you have selected no – please move forward to question 4.8 Sex

If you have selected yes – please continue below (4.7.2)

4.7.2 Describe the impacts of the proposal on this protected characteristic group identified through your research, including

- whether each impact is positive, neutral or negative
- whether it is a high, medium or low impact. 
- approximately 250 words per impact

[Click or tap here to enter text.](#)

4.7.3 Please complete the table below to detail actions that need to take place to minimise the negative and maximise the positive impacts raised in the previous question:

Action	Responsible Officer	Timescale for completion	How will the actions be monitored?
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

4.8 [Sex:](#)

4.8.1 Has your research identified that the proposal will have an impact on this protected characteristic?

no

If you have selected no – please move forward to question 4.9 (Sexual Orientation)

If you have selected yes – please continue below (4.8.2)

4.8.2 Describe the impacts of the proposal on this protected characteristic group identified through your research, including

- whether each impact is positive, neutral or negative
- whether it is a high, medium or low impact. 
- approximately 250 words per impact

[Click or tap here to enter text.](#)

4.8.3 Please complete the table below to detail actions that need to take place to minimise the negative and maximise the positive impacts raised in the previous question:

Action	Responsible Officer	Timescale for completion	How will the actions be monitored?
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

4.9 Sexual Orientation:

4.9.1 Has your research identified that the proposal will have an impact on this protected characteristic?

no

If you have selected no – please move forward to question 4.10 (Other)

If you have selected yes – please continue below (4.9.2)

4.9.2 Describe the impacts of the proposal on this protected characteristic group identified through your research, including

- whether each impact is positive, neutral or negative
- whether it is a high, medium or low impact. 
- approximately 250 words per impact

[Click or tap here to enter text.](#)

4.9.3 Please complete the table below to detail actions that need to take place to minimise the negative and maximise the positive impacts raised in the previous question:

Action	Responsible Officer	Timescale for completion	How will the actions be monitored?
Click or tap here to enter text.			

4.10 Other: (e.g. rurality, growth, socio-economic status etc.).

4.10.1 Has your research identified that the proposal will have an impact on this protected characteristic?

No

If you have selected no – please move forward to question 5.1

If you have selected yes – please continue below (4.10.2)

4.10.2 Describe the impacts of the proposal on this protected characteristic group identified through your research, including

- whether each impact is positive, neutral or negative
- whether it is a high, medium or low impact. 
- approximately 250 words per impact

Click or tap here to enter text.

4.10.3 Please complete the table below to detail actions that need to take place to minimise the negative and maximise the positive impacts raised in the previous question:

Action	Responsible Officer	Timescale for completion	How will the actions be monitored?
Click or tap here to enter text.			

Section 5: Summary

5.1 Briefly summarise the key findings of the EqIA and any significant equality considerations that should be taken into account when deciding whether or not to proceed with the proposal (this section can be included within the 'equality implications' section of any committee reports). (Approximately 250 words)

There are no significant equality considerations to be taken into account when considering this proposal.

5.2 Confirm the recommendation of the officer completing the EqIA:

Proceed with the proposal with no actions identified as required within section 4 of the EqIA: Analysis demonstrated that the policy is robust, the evidence shows no potential for discrimination and we have taken all appropriate opportunities to advance equality and foster good relations between groups.

Adjust proposal and proceed: we will take steps to remove barriers of better advance equality as detailed in the action tables in Section 4. Where possible actions should be done before the proposal is implemented. Where this isn't possible, timescales for completion are included in Section 4 action tables.

Reject the proposal: analysis demonstrated that the proposal will cause unlawful discrimination and it must be removed or changed.

5.3 Signature of individual completing EqIA:

Sean Missin

5.4 Date of completion:

24/05/2021

Section 6: Sign Off

6.1 Approving officer EqIA review outcome:

Proceed with the proposal with no actions identified as required within section 4 of the EqIA: Analysis demonstrated that the policy is robust, the evidence shows no potential for discrimination and we have taken all appropriate opportunities to advance equality and foster good relations between groups.

Adjust proposal and proceed: we will take steps to remove barriers of better advance equality as detailed in the action tables in Section 4. Where possible actions should be done before the proposal is implemented. Where this isn't possible, timescales for completion are included in Section 4 action tables.

Reject the proposal: analysis demonstrated that the proposal will cause unlawful discrimination and it must be removed or changed.

6.2 Do you give permission to publish this EqIA on SCDC website (delete as appropriate)? If no, please state reason

Choose an item.

6.3 When will this proposal next be reviewed and who will this be?

Click or tap to enter a date.

Click or tap here to enter text.

6.4 Approving officer signature:

Click or tap here to enter text.

6.5 Date of approval:

Click or tap to enter a date.

Please send a copy to Equality.Schemes@scambs.gov.uk